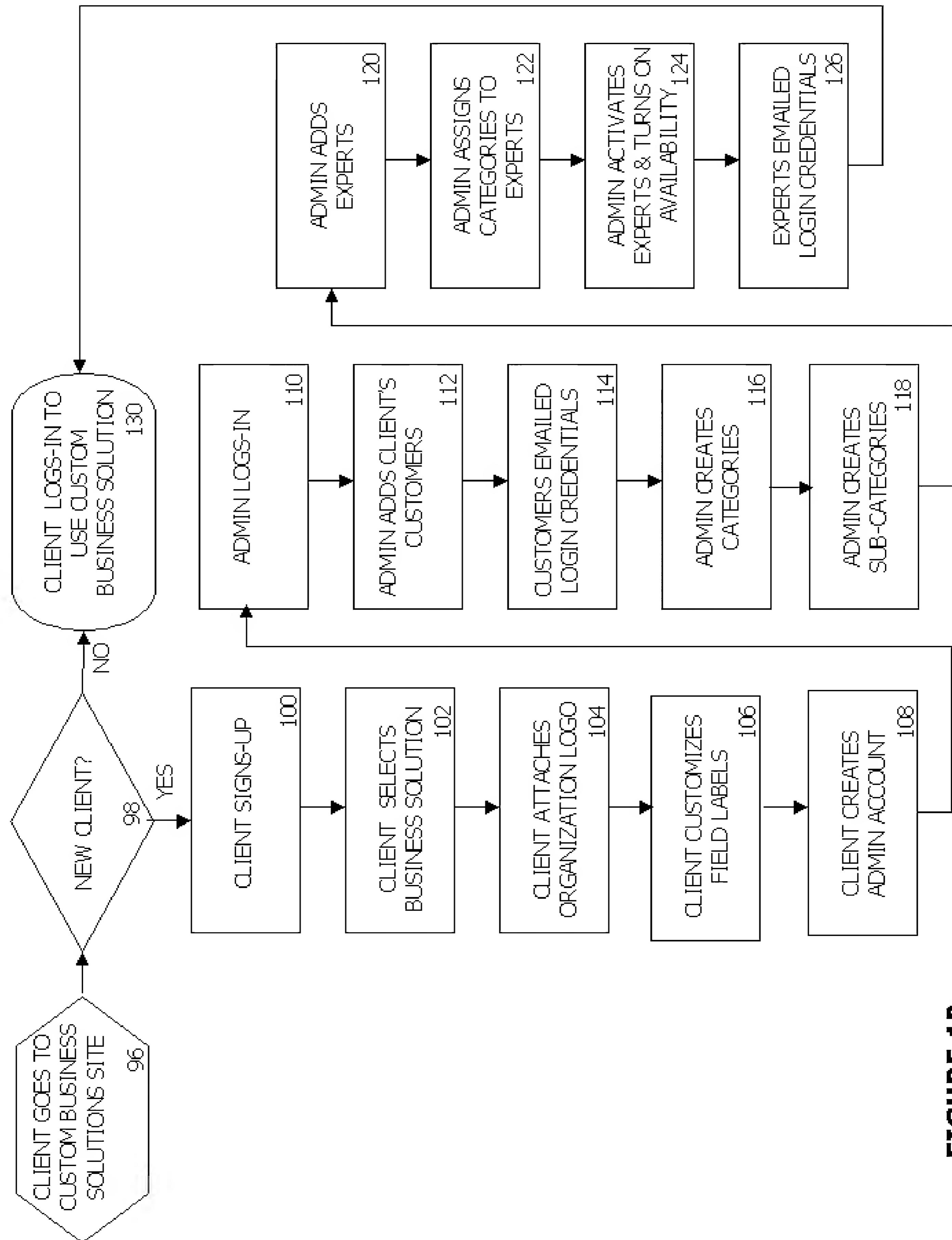
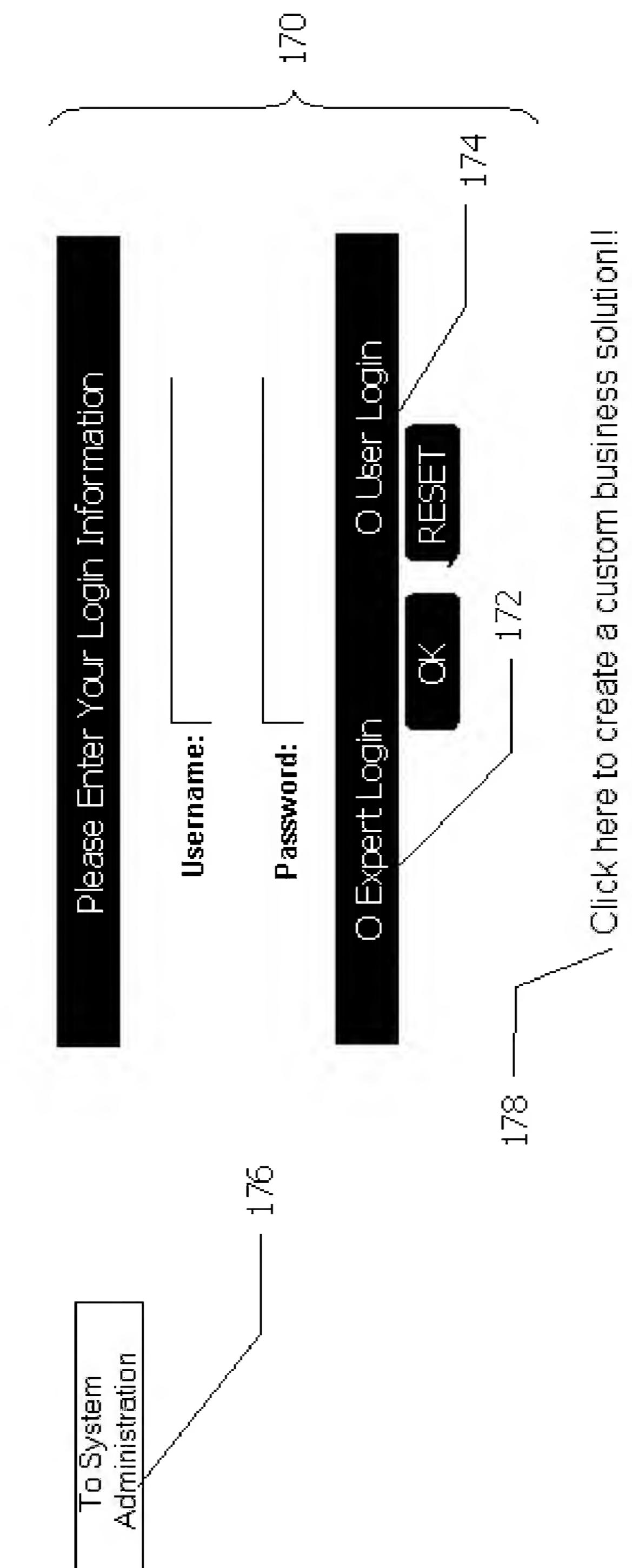


**FIGURE 1A**



**FIGURE 1B**

**FIGURE 2**



## Step 1 of 4: Create Business Solution

### Enter Organization Info:

Organization Name\*

Address1\*

Address2

City\*

State\*

ZIP\*

Country \*

### Customize Business Solution:

Solution Type\*

Company Logo\*

Category Label

SubCategory Label

Ticket Label

### Enter System Administrator Info:

First Name\*

Last Name\*

Email\*

Phone

UserID\*

Password\*

Confirm Password\*

NOTE: An asterisk (\*) indicates a required field.

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**FIGURE 3**

Thank you for creating your new business solution. Your account has been setup as follows.

**Application Info:**

Company: 'ACME13'  
Solution: 'CRC-Connect'  
Category Label: 'Topic'  
Sub Category Label: 'Sub-Topic'  
Ticket Label: 'Case'

**Administrator Info:**

First Name: 'Jane'  
Last Name: 'Doe'  
Userid: 'janedoe13'  
E-mail Address: 'janedoe13@acme13.com'  
Phone No.: '123456789'

204

Click on the "Continue to Step 2" button below to login as the Administrator and further customize your new Business Solution.

Continue to Step 2

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**FIGURE 4**

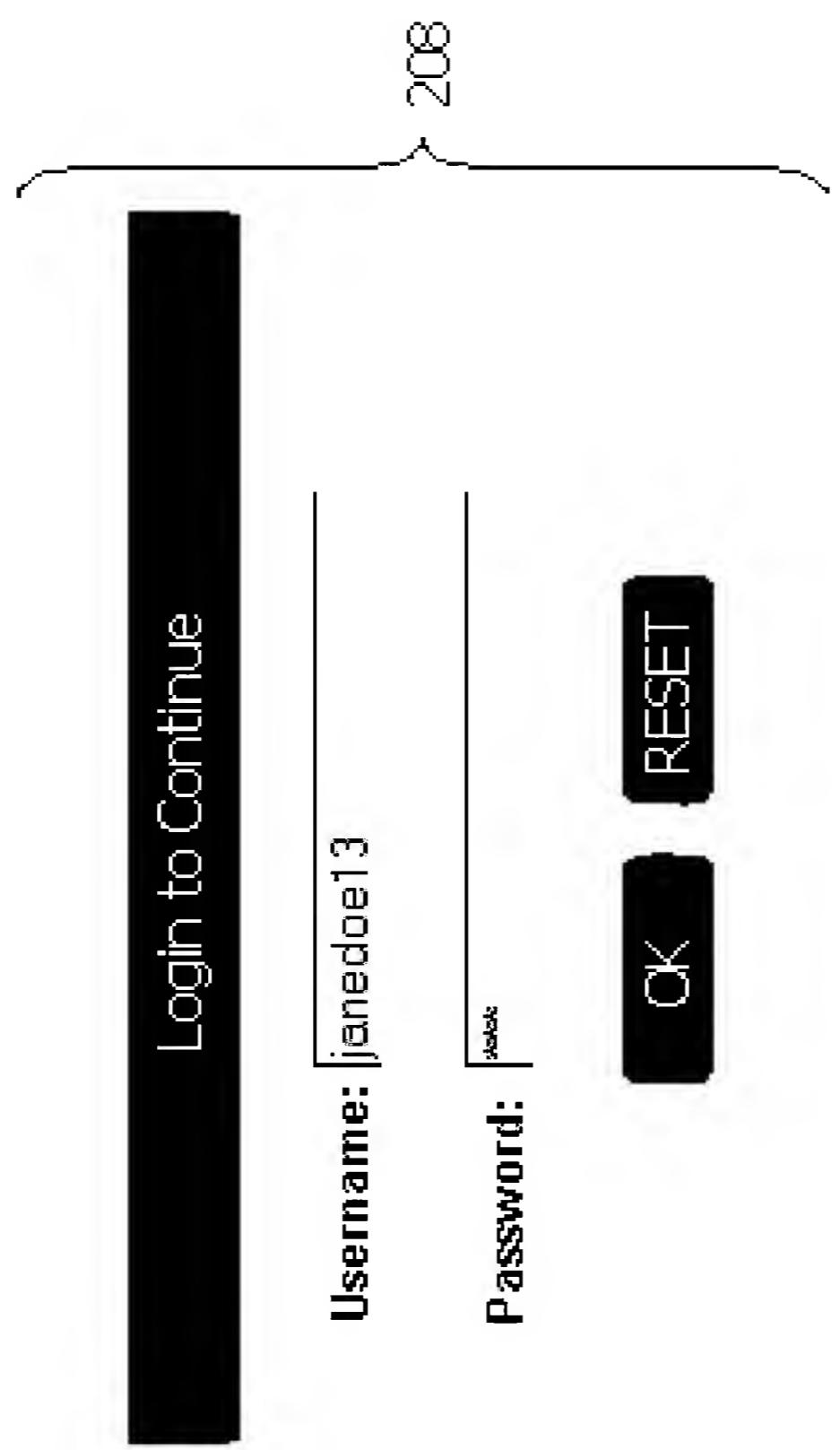
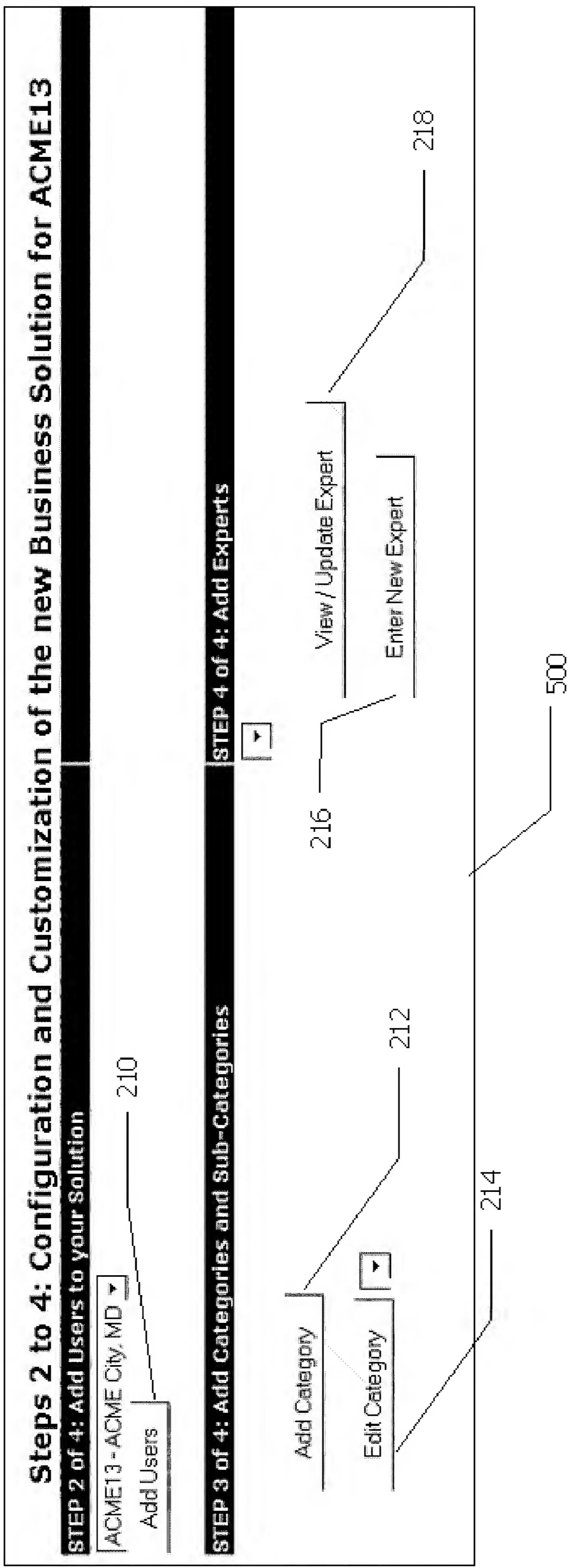


FIGURE 5

## FIGURE 6



## Step 2 of 4: Add Users to your Business Solution

Company: ACME13 (3547)

<u>Active?</u>	<u>First Name</u>	<u>Last Name</u>	<u>Email</u>	<u>User ID</u>	<u>Password</u>	<u>Phone</u>	<u>Admin?</u>
<input checked="" type="checkbox"/>	Jane	Doe	jandedoe13@acme13.co	jandedoe13	*****	123456789	<input checked="" type="checkbox"/>
<u>Email All ACTIVE users their ID and PWs</u>							

222

### Add a User

NOTE: An asterisk (\*) indicates a required field.

First name	
Last name	
Email	
User ID	232
Password	
Confirm Password	
Phone Number	
Admin User?	<input type="checkbox"/>
<u>Add</u>	<u>Clear Form</u>

234

Done Adding Users

236

## Steps 2 to 4: Configuration and Customization of the new Business Solution for ACME13

STEP 2 of 4: Add Users to your Solution
ACME13 - ACME City, MD ▾
Add Users

STEP 3 of 4: Add Categories and Sub-Categories
238

Add Category
Edit Category ▾
View / Update Expert
Enter New Expert

500

FIGURE 8

## Add New Category

Please take time to ensure that the category you wish to enter is not already in the system. [Find Category ▾]

Enter Category Name: [Returns

Active?:  Active  NOT Active

**Enter**

Done Adding Categories

Find Category ▾

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**FIGURE 9**

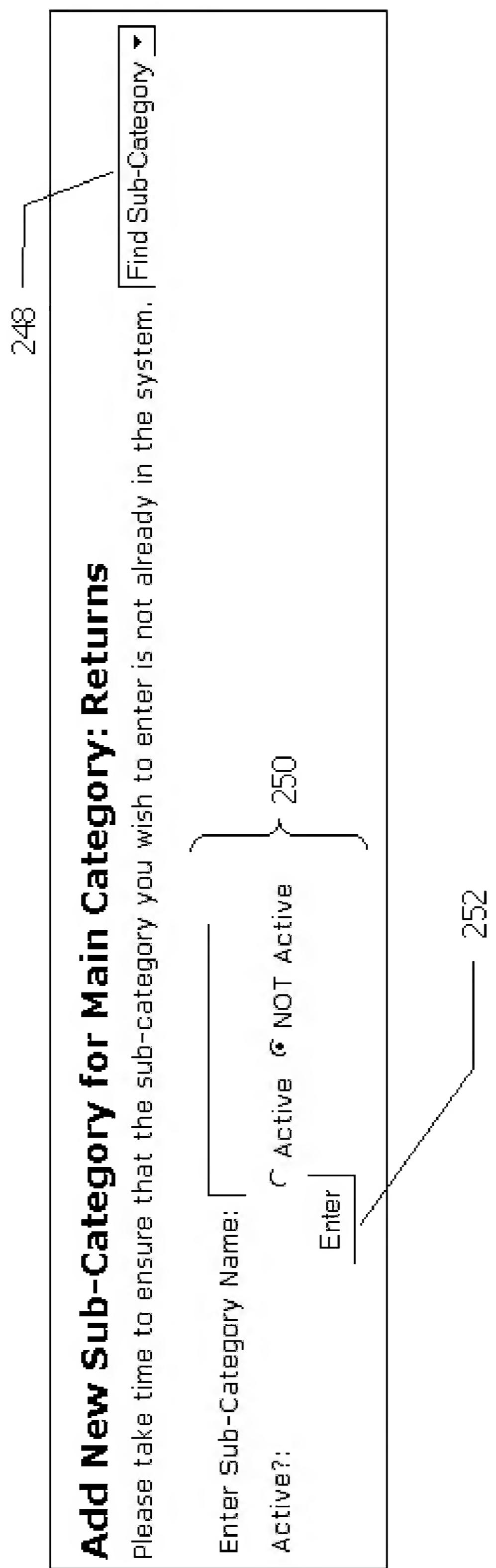
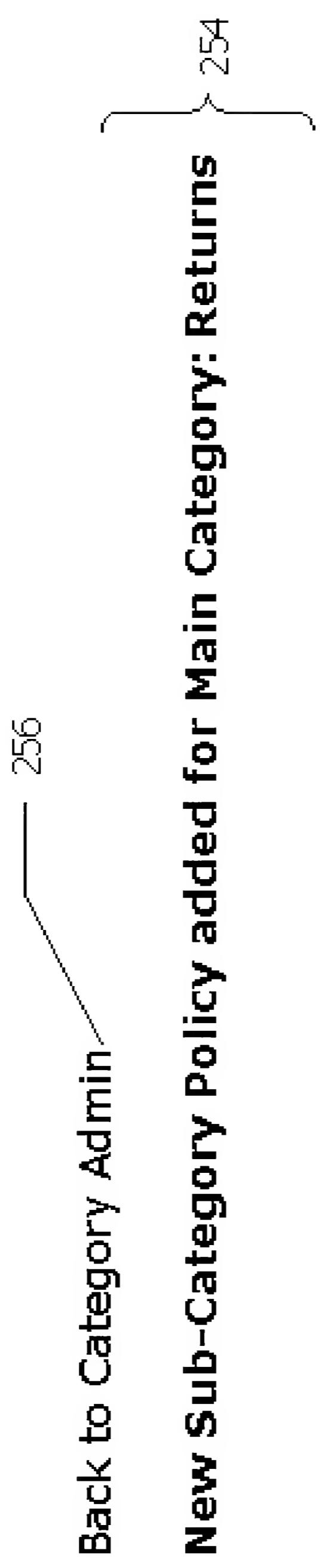
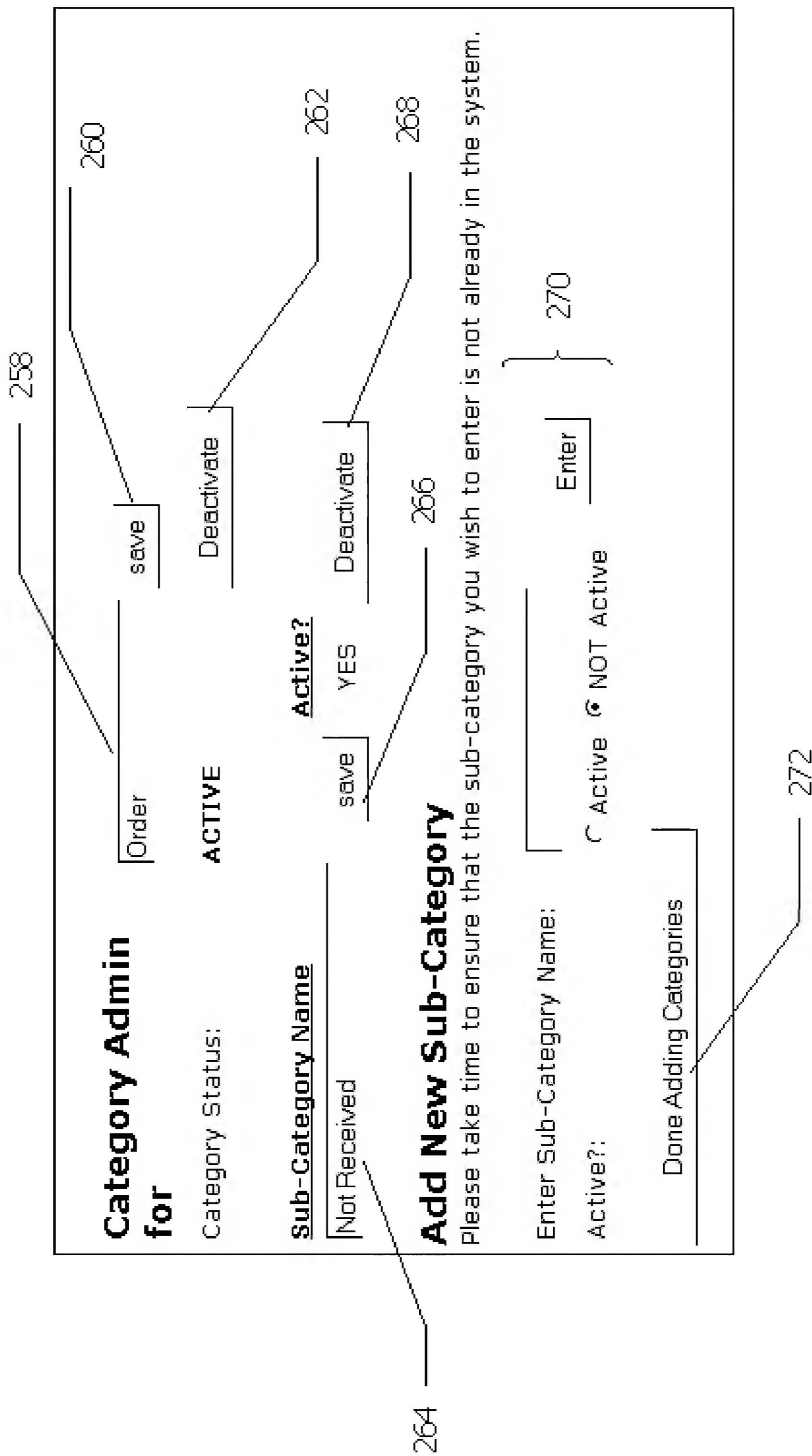


FIGURE 10

**FIGURE 11**



**FIGURE 12**

## Steps 2 to 4: Configuration and Customization of the new Business Solution for ACME13



FIGURE 13

**New Expert Entry**  
**Step 1**

Please complete the registration information requested below.

First Name	John
Last Name	Doe
UserName	johndoe13
Password	****
Retype Password	****
Address1	123 Acme Drive
Address2	ACME City
City	ACME City
State	Maryland <input type="button" value="▼"/>
Country	United States <input type="button" value="▼"/>
E-mail Address	johndoe13@acme13.com
Phone	123456789
Experience	5 yrs. <input type="button" value="▼"/>
Attach Résumé	<input type="button" value="Browse..."/>
	<input type="button" value="Hours a week you would be available:"/> 20
	<input type="button" value="Continue"/> <input type="button" value="Clear Form"/>

**FIGURE 14**

**FIGURE 15**

**Step 2**

Please select all GENERAL Categories of expertise, then click the "Continue" button. You will then be asked to select more specific disciplines.

Order

288

Product Question

**Continue**

290

**FIGURE 16**

Back

**Step 3**

Please select all specific Sub-Categories of expertise that may apply. Keep in mind that for every Sub-Category you select, you will be asked to show evidence of your expertise (this may be by either providing assessment results from a third party testing agency, taking an assessment we provide, or showing enough years of experience in the given discipline).

292

NOTE: You do NOT need to select a Sub-Category for every General Category that is shown.

Order:

Not Received

**Submit**

294

**FIGURE 17**

Back to Expert Detail  
Expert has been submitted.  
Expert ID: **2029982**

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<b>First Name:</b> <input type="text" value="john"/>	<b>Last Name:</b> <input type="text" value="doe"/>
<b>Username:</b> <input type="text" value="john doe13"/>	<b>Password:</b> <input type="password"/>
<b>Active:</b> <input checked="" type="checkbox"/>	<b>Available?</b> <input type="checkbox"/>
<b>CERT_ID:</b> <input type="text" value="300"/>	<b>EXPERIENCE:</b> <input type="text" value="5 Years"/>
<b>Company:</b> <input type="text"/>	<b>RESUME:</b> <input type="text"/>
<b>Date Activated:</b> <input type="text"/>	<b>Browse...</b> <input type="button" value="Browse..."/>
<input type="button" value="Update Expert"/>	

<b>PRIMARY Address Info:</b>	
<b>Address1:</b> <input type="text" value="123 Acme Drive"/>	<b>Address2:</b> <input type="text"/>
<b>City:</b> <input type="text" value="ACME City"/>	<b>State:</b> <input type="text" value="MD"/>
<b>Zip:</b> <input type="text" value="20833"/>	<b>Country:</b> <input type="text" value="United States"/>
<input type="button" value="Change Address Info"/>	

<b>Contact Info:</b>	
<b>PHONE1:</b> <input type="text" value="123456789"/>	<b>EMAIL1:</b> <input type="text" value="jdoe13@acme13.com"/>
<input type="button" value="Change Contact Info"/>	

<b>Done Adding Expert</b>
<b>APPLY_DATE:</b> <input type="text" value="18-JUN-04"/>
<b>MODIFY_DATE:</b> <input type="text" value="312"/>

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**FIGURE 18**

## Back to Expert Detail

Expertise for Expert #: 2029982, j doe

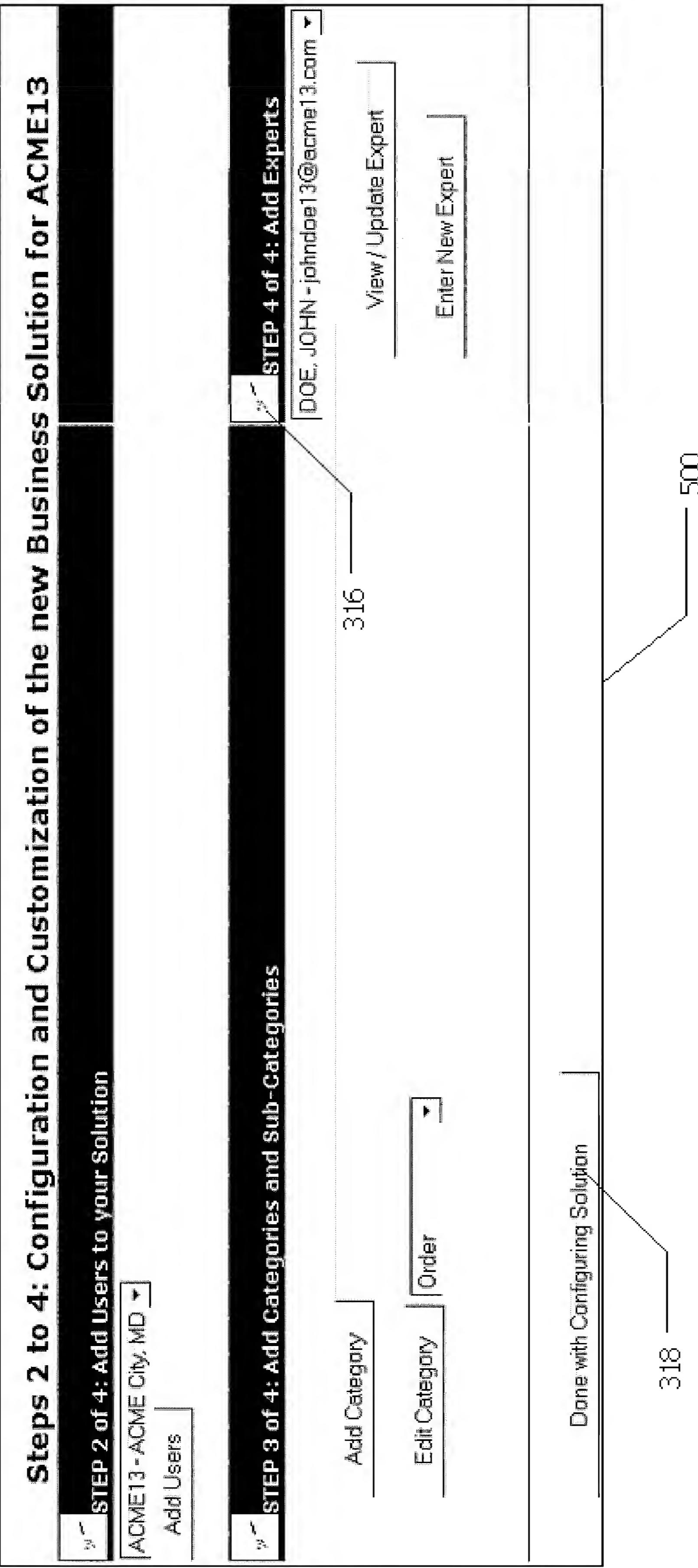
CATEGORY	ACTIVE?	Order	314
Not Received	<input type="checkbox"/> NO	<input type="button" value="Delete"/>	

Click Here to Add Expertise Categories

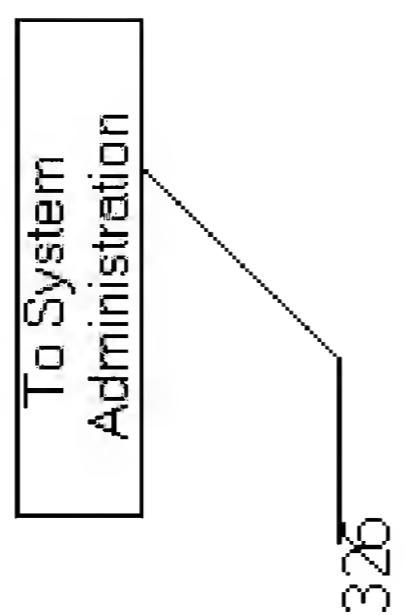
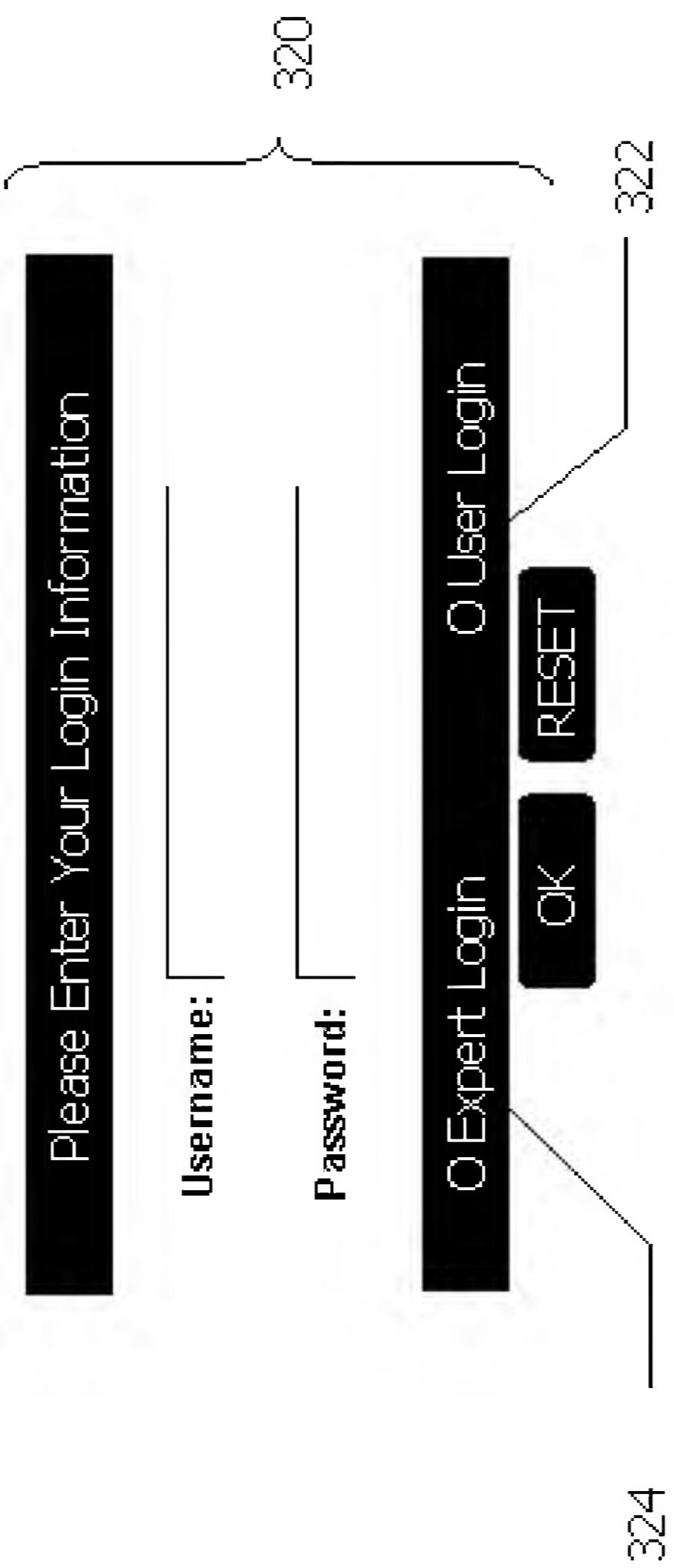
296

FIGURE 19

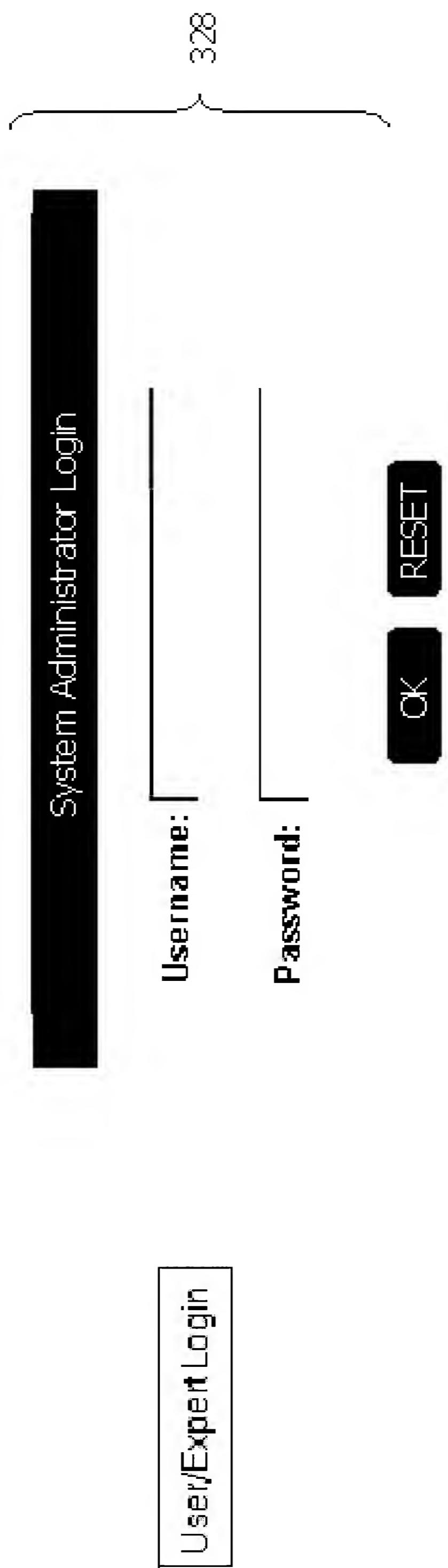
**FIGURE 20**



**FIGURE 21**



**FIGURE 22**



## Expert Maintenance

JOHN - john.doe13@acme13.com ▾

[View / Update Expert](#)

[Enter New Expert](#)

[Search Experts](#)

[Get Emails of All Active Experts](#)

[Expert Category Stats](#)

## Category Maintenance

[Add Category](#)

[Edit Category](#) [ Order ▾ ]

[View All Tickets](#)

[View Open Tickets](#)

[View Closed Tickets](#)

[View Unsigned Tickets](#)

[Tickets by Categories/Sub Categories](#)

## Customers

ACME13 - ACME City, MD ▾

[View / Update Customer](#)

[Add a Customer](#)

Date Range:

1/1/2000 - 06/29/2004

[View Tickets](#)

FIGURE 23